

# ANNUAL REPORT 2018



**NOVAS**  
Housing | Health | Recovery

# ANNUAL REPORT 2018

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| -04                   | -08             | -12   | -20                       | -42                           | -64                    |
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| -06                   | -10             | -14   |                           | -54                           |                        |
|                       |                 | NOVAS MANAGEMENT STRUCTURE                  |                           | VOLUNTEERING                  |                        |
|                       |                 | -16   |                           | -60                           |                        |



# A VIEW FROM THE CHAIR

There was an inevitability about the official number of people homeless in the state reaching 10,000 at the end of 2018. Shocking? Yes. Surprising? No.

Simultaneously the government publicised the number of house completions, more than 18,000 for the year, a 25% increase over the previous year. True, and welcome. What it omitted was that we need to build over 30,000 a year (some independent estimates put it at much higher). There is a bizarre symmetry about the government's performance.

In 2014 we needed over 20,000 a year; that year the government was proud that completions were at just over 11,000. House completions have substantially improved; however each year we need to nearly double our best year's performance. The gap widens each year. Consequence; more people will be homeless in 2019.

The main reason for this is that this government, like those before it, doesn't understand the problem. They answer the wrong question. Explaining the biggest housing shortage for over 75 years' government explains how housing developers have had to recover from the economic collapse of 10 years ago. Because they weren't able to make any money they stopped building. And so, the story goes, it has taken some years for the sector to gear itself to increasing housing outputs each year. Accurate, yes, but irrelevant.

Essentially this and past governments consider house building is a matter for market forces. When developers and builders can make profits they build, no profits no housing. Government becomes a spectator.

Critically this belief denies that housing is a civil right. Further it rejects social solidarity at its most basic test; the right of every citizen to have a safe place to live. The need for substantial and sustained state investment in public housing is incontrovertible.

The number of people homeless is not the only matter for deep concern. The makeup of citizens who are homeless has fundamentally changed.

Traditionally people who were homeless were male (over 80%), adult (over 90%) and single. Now over half are families including over three and a half thousand children. Over the past seven years whilst males homeless has increased by 71%, females who are homeless has jumped by more than 100%. The most damning indictment of a failed housing policy is the unparalleled increase in the number of children homeless in the past seven years; over 775% (nearly 40 % of the overall total)!

Clearly this presents enormous challenges to the parent/s, state services (including education) and homeless service agencies. We, and others, must radically alter our thinking. Traditional accommodation provision is inappropriate, largely designed for single adults and for residency periods of up to 6 months. Many traditional services and support procedures, very relevant still for adults, are of no use for children. The use of 'family hubs' is a step up from hotel rooms.

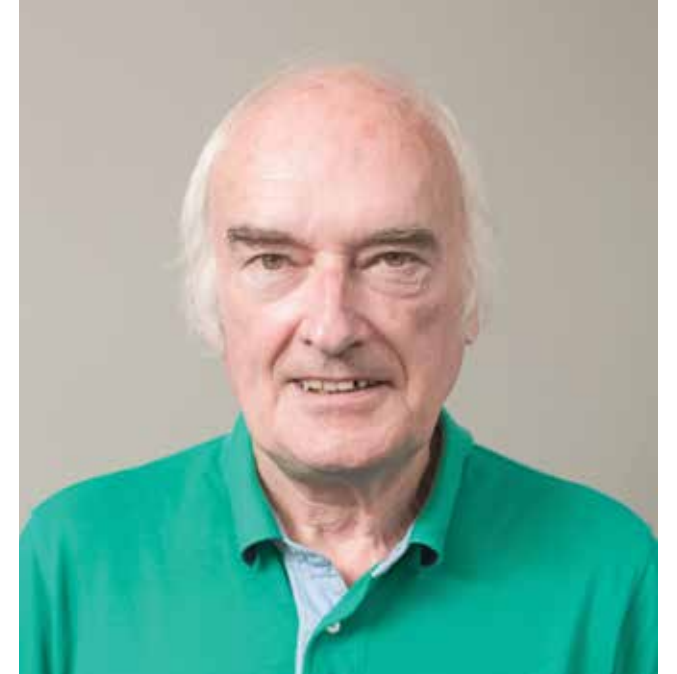
'Family hub' is emergency accommodation and is not designed for family life. The problem is that for many families they will be there for some years ahead. While we operate hubs we seek to provide a model that promotes family independence and autonomy and move families to long-term tenancies as soon as possible.

Our services continue to be client led; only now many clients' needs are significantly different. Young families need a multiple of supports; getting to and from school (often a long distance away), homework, playtime and space, access to modern cooking facilities, baby minding and much much more to be family friendly. A report from the Ombudsman for Children identified many issues to be dealt with.

These changes present Novas and others with challenges we have not had to face before. We all have much to learn. The saddest aspect is there are now children in these 'family hubs' who will finish their entire primary education career still 'living' in the hub.

In recent years we have substantially increased our services and extended into many towns. This unprecedented expansion tries to meet the overwhelming needs of those presenting as homeless and to safeguard those at risk of becoming homeless. At the core of our work is to continue to offer client centred services where good quality standards are evidenced. We have been achieving and surpassing the annual outcomes we set in our strategic plan. Housing acquisition is ahead of schedule. Our organisation support services, including financial, personnel and fundraising, continue to work under severe pressure to cater for the enormous demands they face.

Our staff continue to break new boundaries and continue to inspire. Enthusiastically taking on different challenges, working with new client groups, supporting record numbers of clients and tenants; and, in dark



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OUR SERVICES CONTINUE TO BE CLIENT LED; ONLY NOW MANY CLIENTS' NEEDS ARE SIGNIFICANTLY DIFFERENT. YOUNG FAMILIES NEED A MULTIPLE OF SUPPORTS; GETTING TO AND FROM SCHOOL (OFTEN A LONG DISTANCE AWAY), HOMEWORK, PLAYTIME AND SPACE, ACCESS TO MODERN COOKING FACILITIES, BABY MINDING AND MUCH MUCH MORE TO BE FAMILY FRIENDLY.

times for everyone seeking housing, they continue to keep hope and optimism alive. Those who work in the direct provision of services, those who have been so effective in accessing new housing, supporting tenancies and those at risk of becoming homeless, and our essential backup support staff, everyone's contribution is indispensable. The Board is conscious and understanding of the challenges they face.

**Greg Maxwell**  
Chairperson



# CEO WELCOME

It has now been seventeen years since Novas established its first residential homeless facility in Limerick. This facility based in St John's Square was established for forty individuals rough sleeping in Limerick at that time. Lots of water has passed under the bridge since then and Novas is now a national organisation providing housing and services throughout Muster and in Dublin.

2018 was a progressive year for us, establishing three new services in line with our strategic objectives as well as creating 34 new tenancies. As you will note in the succeeding sections, 2018 was specifically noteworthy in terms of the number of children and families supported. We are also extremely proud of becoming a Trauma Informed organisation in this year.

By year's end we provided 110 tenancies nationally and supported more than 1,000 children who were homeless or at risk. Within the regeneration area of St. Mary's Park we managed eight properties, supported 51 households and received funding from Limerick Regeneration for two dedicated support workers in the area.

Nationally, there are far too many families living in Hotel and B&B accommodation. Through the receipt of capital and revenue funding, Novas has successfully housed a number of formerly homeless families. However, nationally, far too many families continue to live in hotels and B&B accommodation. Together we must work hard to eliminate this stain on our society. With our partners in the various local authorities and the Department of Housing, inroads are being made, however collectively we must redouble our efforts to make a greater impact for the thousands of families still living in insecure accommodation.

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WITHIN THE REGENERATION AREA OF ST. MARY'S PARK WE MANAGED EIGHT PROPERTIES, SUPPORTED 51 HOUSEHOLDS AND RECEIVED FUNDING FROM LIMERICK REGENERATION FOR TWO DEDICATED SUPPORT WORKERS IN THE AREA.

Having a Trauma Informed Care approach is something we were deeply committed to in 2018. In partnership with Quality Matters, we provided training all our staff; kitchen and cleaning staff, frontline employees and management.

It has been an extremely positive experience for all of our staff and our clients. Within our staff team and among our clients, 'champions' of Trauma Informed Care have been selected and improvements will continue to evolve with Trauma Informed training as we move forward.

I would like to thank our Board of Directors who continue to oversee and govern the organisation in a meticulous manner. To our funders and sponsors, thank you for your faith in our service delivery. I wish to extend my gratitude to our managers and our Senior Management Team who ensure we deliver services and housing to the highest standards. To all of our staff who

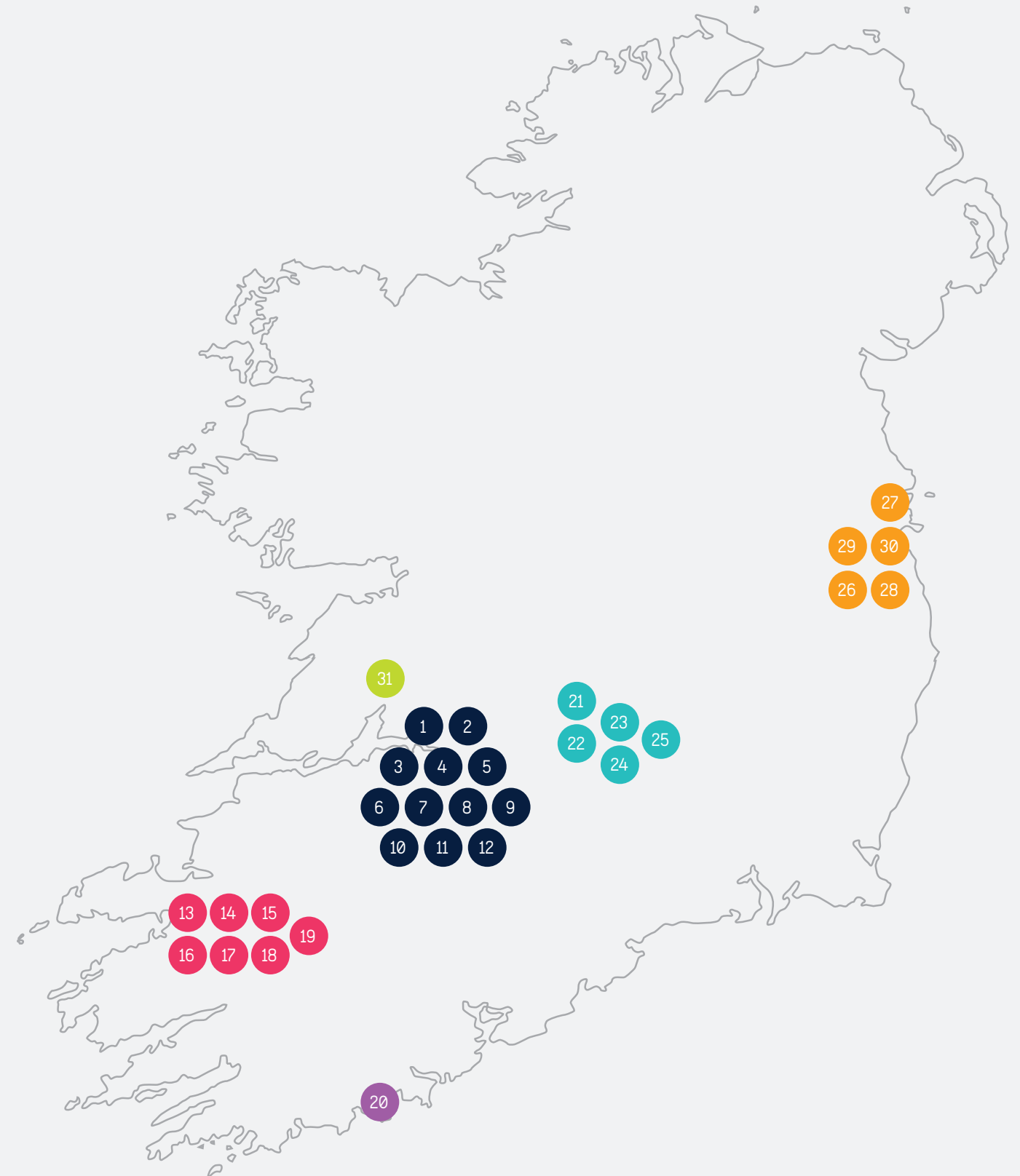
toil endlessly from day to day; morning, evening and night over a seven day rota, to ensure our clients receive the best care we can provide, I am deeply grateful for your empathy, your professionalism and your commitment. Our volunteer team deserve unreserved praise for the roles they fulfil and the way in which they do it. Thank you for operating our Street Outreach, supporting out TEP service, organising events and raising vital funds, collecting food, toys, furniture and donations and so, so much more. We are forever indebted to you.

Finally to our clients that we are privileged to support and serve, we wish you well in your life and hope the work that we do has meaning in your search for fulfilment.

**Michael Goulding**  
Novas CEO



# MAP OF SERVICES



## ► 2002

**BRIDGELAND HOUSE**  
Novas opens its first service, a temporary supported direct-access homeless accommodation service for men and women in Limerick City.

## ► 2003

**ARLINGTON LODGE**  
Kerry's only temporary supported low-threshold homeless accommodation.

**ST. PATRICK'S HILL**  
Long-term supported group home for formerly homeless men in Limerick City.

## ► 2005

**BELLEVUE HOUSE**  
Long-term supported accommodation for unaccompanied minors entering the country based in Tallaght, Dublin 24.

**BROTHER STEPHEN RUSSELL HOUSE**  
Provision of temporary and long-term supported accommodation for men in Limerick City, previously managed by the Alexian Brothers since 1978.

**INTENSIVE FAMILY SUPPORT SERVICE**  
Preventative service working with families who are homeless or at risk of homelessness in Limerick City.

## ► 2006

**KNOCKLEE HOUSE**  
Temporary supported accommodation for individuals with medium-level support needs in Tralee, Co. Kerry.

**OUT OF HOURS SERVICE**  
An out of hours service for people in Limerick City to access temporary and emergency accommodation.

**DIAL SERVICE**  
Two year life-skills programme of supported accommodation and services to young adults leaving the care system.

## ► 2007

**MOUNT BROWN**  
Dublin's only low-threshold dedicated female homeless service.

## ► 2008

**PROSPECT HOUSE**  
Temporary supported accommodation in single apartments for men and women requiring a low level of support in Nenagh, Co. Tipperary.

## ► 2009

**KILLEEN WOODS**  
Long-term supported accommodation in Tralee, Co. Kerry.

**STREET OUTREACH**  
Voluntary service providing meals for people in need of support in Limerick City seven nights a week.

### RESPIRE HOUSE

Caring for and improving the lives of the families of people with addiction throughout the Mid-West Region.

### MCGARRY HOUSE \*

Provision of temporary supported accommodation for homeless men and women in Limerick City.

## ► 2011

**OLD GOLF LINKS ROAD**  
Long-term supported accommodation for older residents in peaceful one-floor setting in Tralee, Co. Kerry.

### MITCHEL STREET

Provision of temporary supported accommodation and services for homeless men and women from North Tipperary.

## ► 2012

**MID-WEST COMMUNITY DETOX**  
Providing support and services to people wishing to detox from prescribed and non-prescribed medication in the Mid-West Region.

### TENANCY SUPPORT AND SUSTAINMENT SERVICE

Securing accommodation and providing support for people who are homeless or at risk of homelessness in West Cork.

### MCGARRY HOUSE LONG-TERM SUPPORTED HOUSING

37 units of long-term supported housing in one, two and three-bed apartments.

\* McGarry House replaced Bridgeland House in the provision of temporary supported accommodation for homeless men and women in Limerick City.

## ► 2013

### HOUSING FIRST LIMERICK

Commencement of Housing First on a pilot basis in Limerick City, supported by a multi-disciplinary team, managed by Novas.

### MILK MARKET LANE

Long-term unit of supported accommodation in Tralee.

### RESEARCH DEVELOPMENT

Inception of Novas's Research Department and roll out of its first project looking at overdose prevention in McGarry House.

## ► 2014

**HAARLEM COURT**  
8 two-bed apartment complex for families and individuals with special needs.

### BELLEVUE HOUSE

Relocation and redevelopment of Bellevue Children's Home for unaccompanied minors and refugees.

### BROTHER RUSSELL HOUSE

Redevelopment and extension of Brother Russell House to provide 33 units of long-term accommodation in Limerick.

### MENTAL HEALTH SERVICES

Development of an outreach mental health service under the auspice of Brother Russell House.

### THE ABIGAIL WOMEN'S CENTRE

Relocation and redevelopment of our women's service (formerly Mount Brown) to accommodation up to 40 homeless women.

### RESEARCH

Publication of HEADS UP - Preventing and Responding to Overdose in McGarry House.

## ► 2015

### HOUSING FIRST

Development of a new Housing First programme in collaboration with the Limerick Homeless Action Team.

### LONG-TERM APARTMENTS

Procurement of four long-term apartments in Kerry for households with a housing need.

### FAMILY HOMES

Procurement of eight family homes in Limerick for families experiencing homeless and engaging with the IFS.

### INNOVATION

Participation in the HSE's National Naloxone Demonstration Project.

### INNOVATION

Development of a Peer Overdose Education Programme - TOPPLE.

## ► 2016

### TEMPORARY EMERGENCY PROVISION

Emergency shelter-style accommodation for up to 20 individuals on a nightly basis.

### FAMILY HOMES

Procurement of four family homes in Limerick for families experiencing homelessness and engaging with the IFS.

## ► 2017

### TEMPORARY EMERGENCY PROVISION 2

Additional, separate-site emergency accommodation for up to 10 individuals on a nightly basis.

### OUTREACH SUPPORT SERVICES

A new office/information centre in Co. Tipperary, supporting people in a preventative and resettlement capacity

### SARSFIELD FAMILY HUB

A hub for 12 small families experiencing homelessness and previously living in emergency accommodation.

### HOUSING FIRST

Development of a new Housing First service in Kerry in collaboration with Kerry County Council & the HSE.

### LONG-TERM HOMES

Procurement of 30 homes in Limerick, Tipperary, Kerry, Kildare & Dublin for households experiencing homelessness.

## ► 2018

### THE RATHMINES WOMEN'S SERVICE

A dedicated female STA in Dublin for 21 women.

### THE SHANNON HOUSING PROJECT

Community living for six adults with an intellectual disability, who were formerly homeless.

### FAMILY HOUSING FIRST

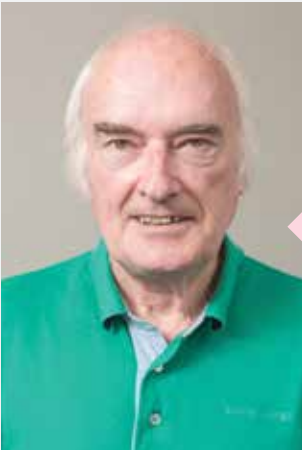







Development of a Family Housing First Service in collaboration with the local authority & the HSE.

### LONG-TERM HOMES

34 new tenancies in 2018, housing 93 people










BOARD OF DIRECTORS

|   |   |  |   |
|---|---|--|---|
|    | <p><b>Greg Maxwell</b><br/>Chairperson</p>  |    | <p><b>Joe McGarry</b></p>   |
| <p><b>Kieran Walshe</b></p>   |   | <p><b>Martina Murphy</b></p>   |   |
|  | <p><b>Justin Brosnan</b></p>  |  | <p><b>Sinéad Wheeler</b></p>  |
| <p><b>Eimear Griffin</b></p>  |  | <p><b>Eoin Gallagher</b></p>   |  |

SENIOR MANAGEMENT TEAM

Board of Directors and Senior Management Team

|   |   |   |   |
|---|---|---|---|
|   |    | <p><b>Michael Goulding</b><br/>CEO</p>  |   |
| <p><b>Anne Cronin</b><br/>Head of Services</p>  |   | <p><b>Donal O'Carroll</b><br/>Head of Finance</p>                                     |   |
|  | <p><b>Eileen Whelan</b><br/>Head of Legal and Personnel</p>                           |  | <p><b>John Rogers</b><br/>Head of Property</p>  |
| <p><b>Una Burns</b><br/>Head of Policy and Communications</p>                         |  | <p><b>Mark Vella</b><br/>Head of Quality, Safety and Compliance</p>                   |  |



# VISION, MISSION, OBJECTIVES & VALUES

## Vision:

To provide lasting solutions to homelessness.

## Mission Statement:

Novas promotes social inclusion through Housing, Health, Recovery.

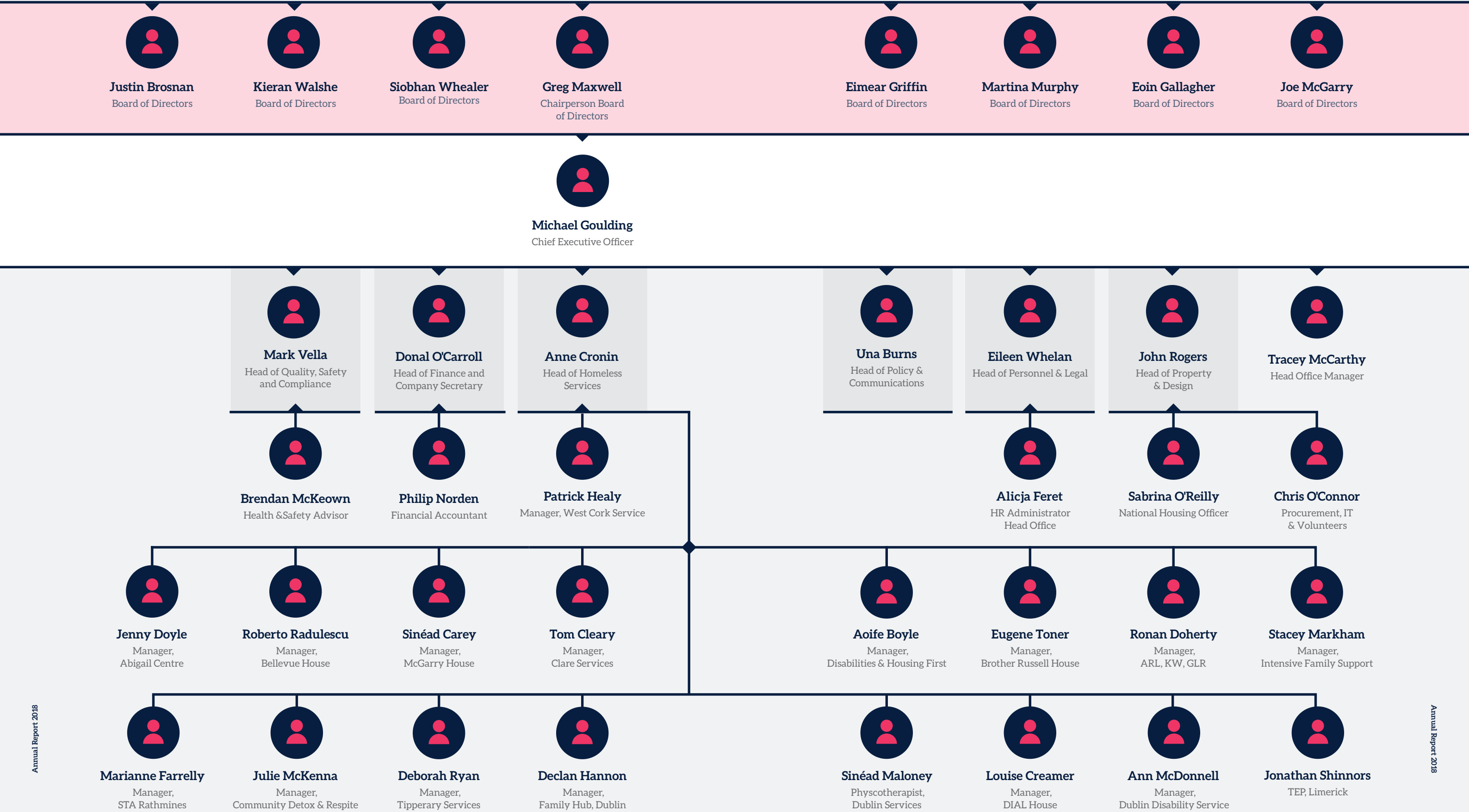
## Aims and Objectives:

- > To provide homes to people who are homeless.
- > To support homeless people to have better health outcomes through interventions in drug use, mental health and disabilities.
- > To provide recovery pathways for homeless people with enduring mental health issues.
- > To empower and promote the independence of those who use our services.
- > To treat all our clients with dignity and respect.
- > To provide client-centred services, rooted in evidence, quality and good practice.
- > To advocate on behalf of people who are homeless, at risk of being homeless, entrenched in addiction or those experiencing social marginalisation through a strengths-based approach.

## Novas' Core Values Are:

- > Equality
- > Diversity
- > Dignity
- > Self-determination
- > Strengths-based
- > Rights-based

NOVAS MANAGEMENT STRUCTURE





In 2018 we provided 34 new tenancies throughout the country with 93 people living in these households. Novas now manages 110 tenancies nationally, occupied by 137 adults and 144 children.

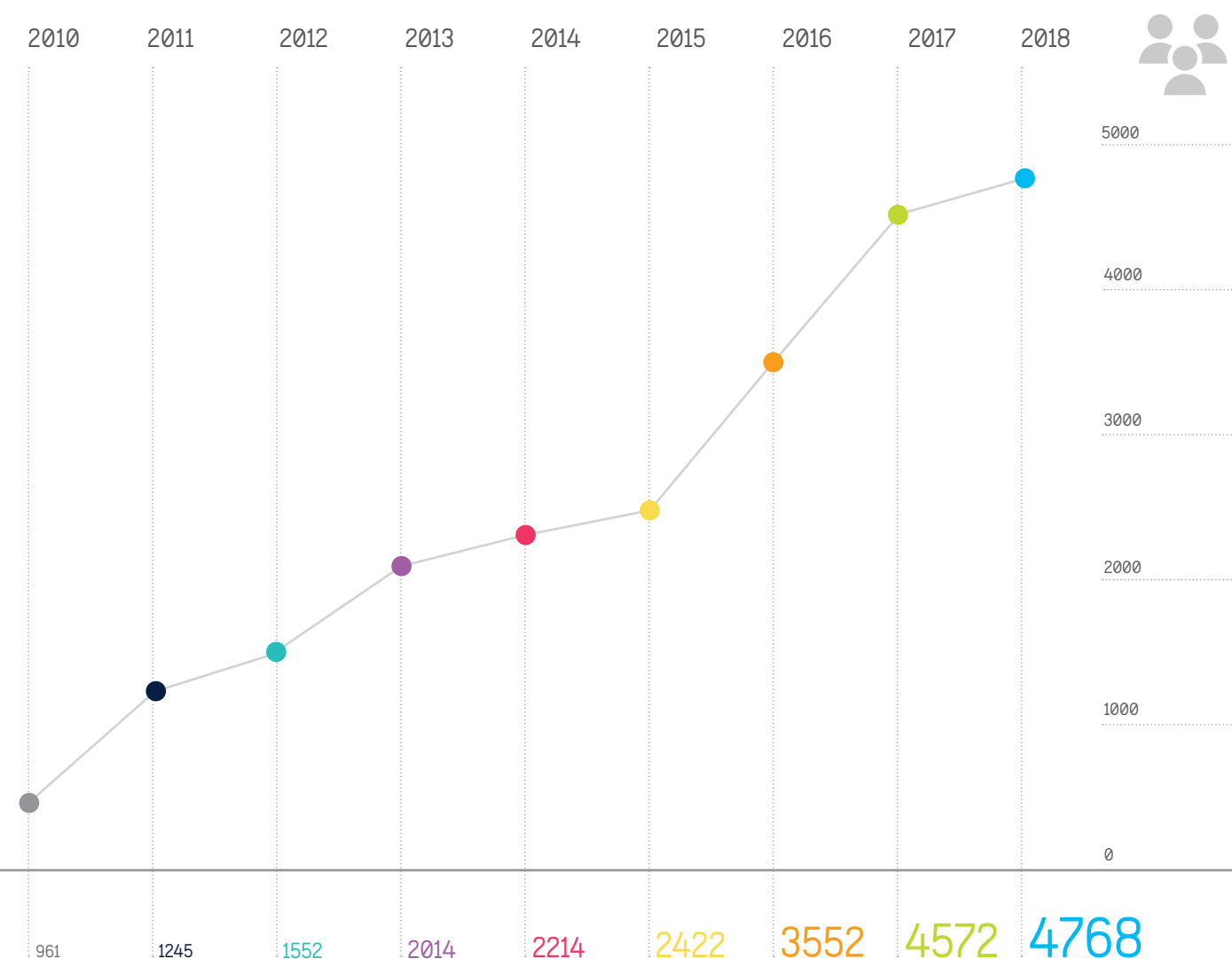
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# 2018: THE YEAR IN REVIEW

In 2018 Novas provided support and services to 4,768 people throughout Ireland, who were homeless, at risk of homelessness, in addition or experiencing social marginalisation. This figure was an increase of 4.3% compared with the previous twelve months and represented a staggering 396% rise over an eight-year period. Records were again set for the number of people who sought and received support in our services.

Our response to the relentless and entrenched housing and homeless crisis was broad-ranging, balancing the immediate need of thousands of people with a long-term vision and targeted solutions. Throughout the year and throughout the country we opened additional emergency and temporary services, while simultaneously increasing our housing stock, our long-term leasing arrangements and our prevention and outreach services.

NUMBER OF CLIENTS 2010-2018





There are many noteworthy statistics we can draw from our work, which reflect the housing and homeless crisis throughout 2018, none more so than the 1,003 children we supported throughout the year. This was the highest number of children ever supported by our organisation, most of whom were living outside of Dublin and all of whom were homeless or at risk of homelessness.

The number of young adults accessing our accommodation services also increased, with 18 to 24 year olds accounting for 29% of all adults living in our services, while the proportion under 40 years was 71%. The housing and homeless crisis has heralded an era of young adults who are increasingly excluded from the housing market. Those with additional complex needs and difficult family relationships are relying on homeless accommodation more frequently and for longer periods of time.

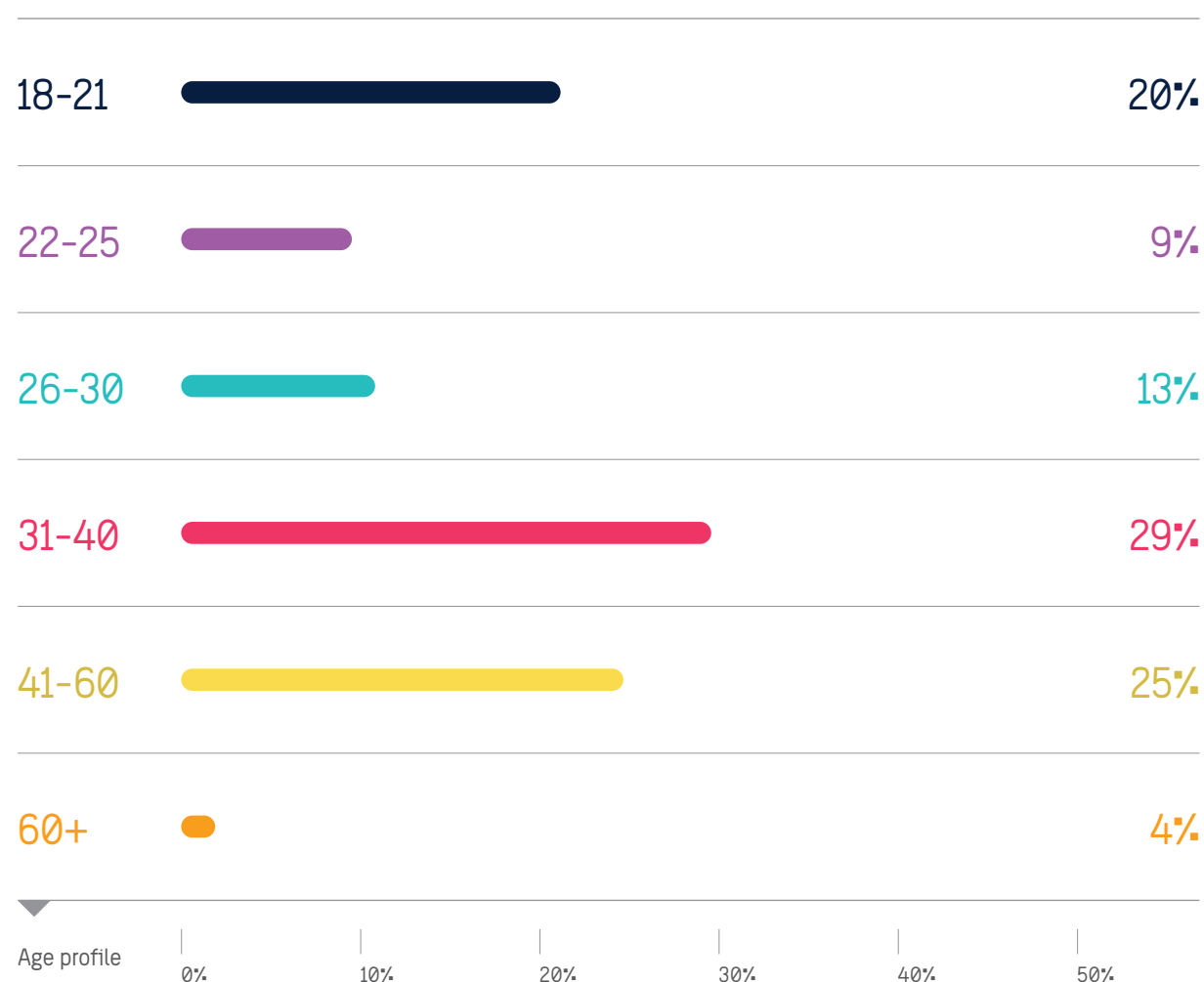
The presenting needs of clients accessing our accommodation services were complex and related to life skills, alcohol and substance misuse, mental and physical ill-health and tenancy sustainment.

When examining where people resided before accessing a Novas service, the impact of the national housing shortage becomes increasingly evident. The data collected throughout the year illustrates that the majority of people accessing our accommodation had previously

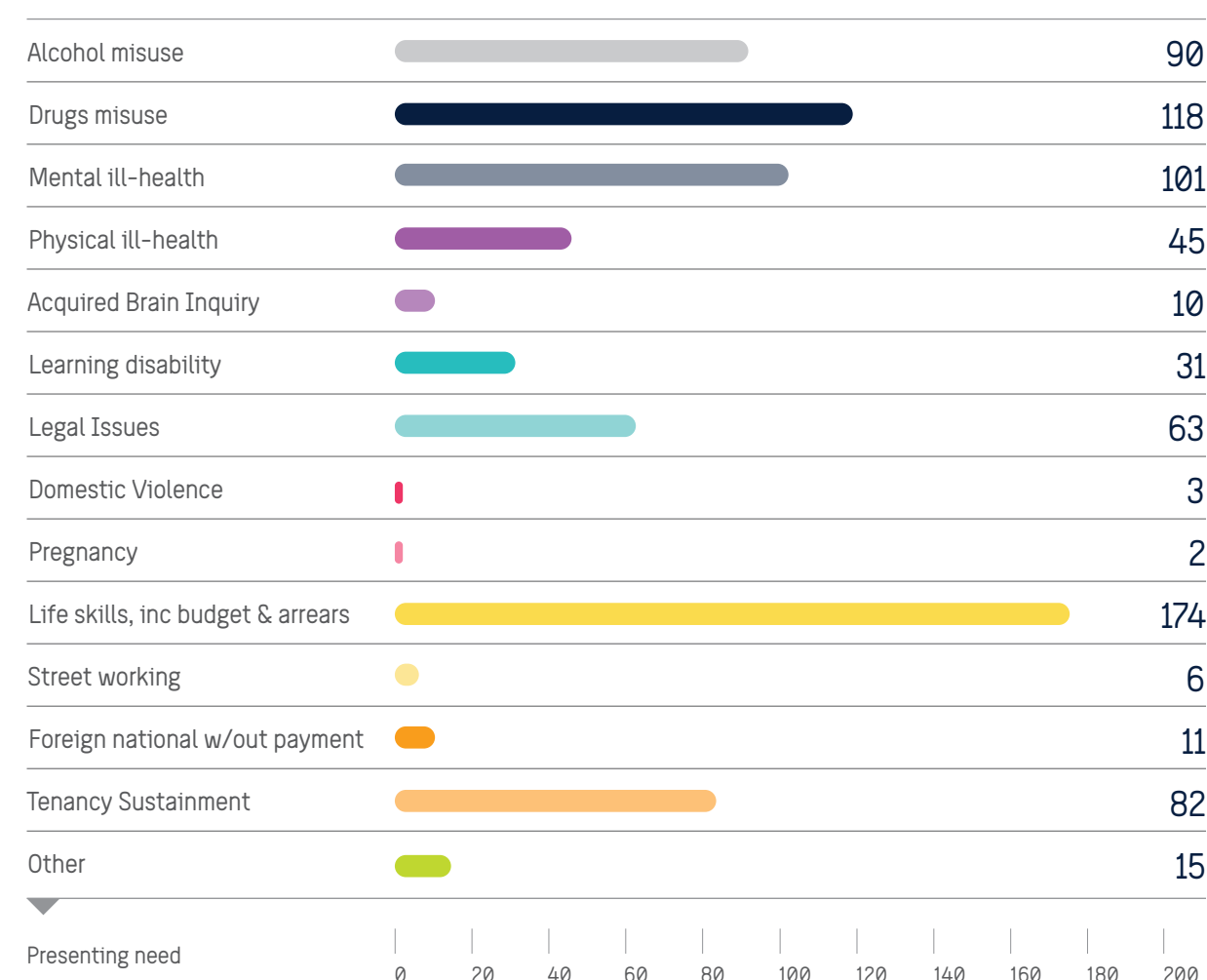
been living in other homeless accommodation including hotels and B&B's or had been living with family and friends on an ad hoc basis. These two categories combined comprised 79% of the total. Nobody reported stable accommodation arrangements prior to access.

The reasons for presentation further demonstrate the lack of secure housing our clients faced prior to entry. Some 22% were served with notice to quit from their rented property, while 51% were asked to leave

## AGE PROFILE OF PEOPLE ACCESSING NOVAS ACCOMMODATION SERVICES



## PRESENTING NEEDS OF CLIENTS ACCESSING NOVAS ACCOMMODATION SERVICES



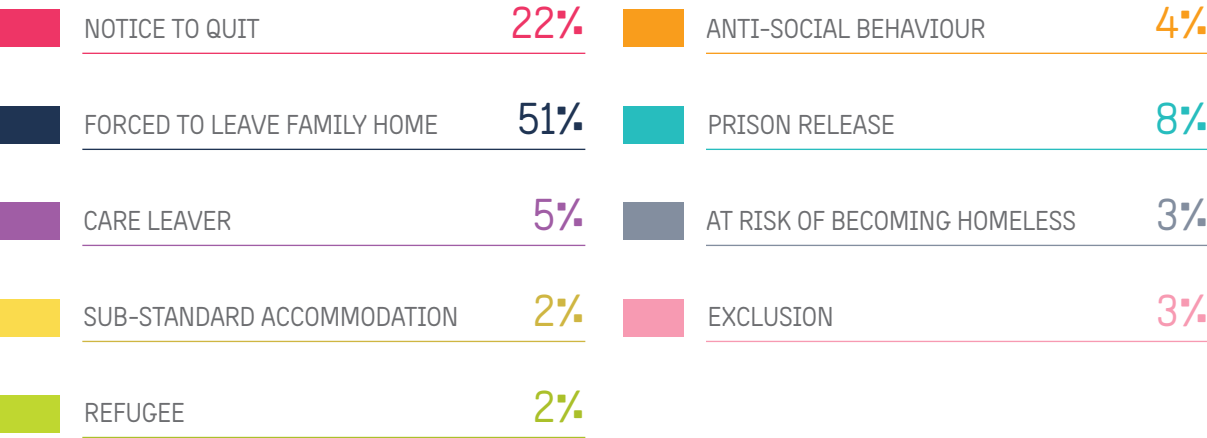
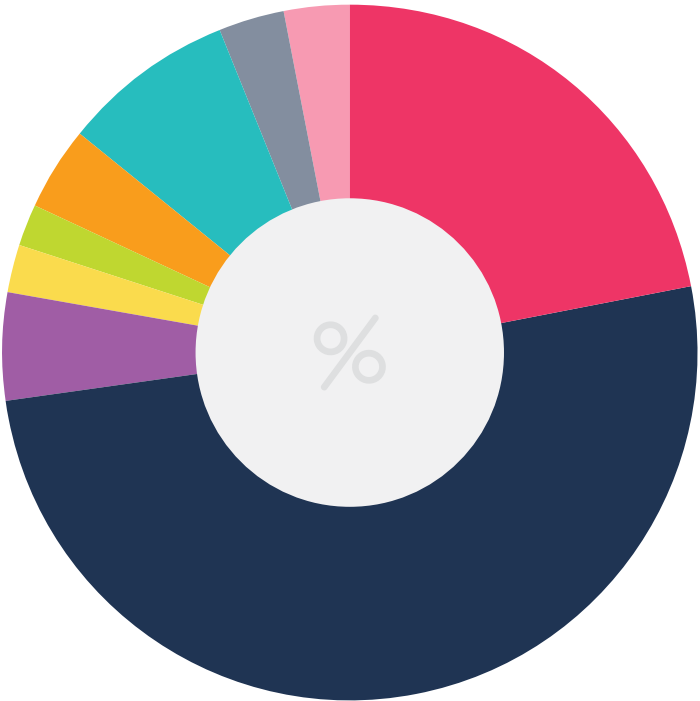
the family home. The latter is largely due to overcrowding and involuntary sharing, forced upon many households who cannot access the private rented market or social housing.

Despite expanding our services for the eight successive year, demand continued to outstrip capacity. In all our services more people presented than we had the ability to support. In our Tipperary accommodation services just 4% of clients were able to access, in Arlington Lodge in Tralee 16% of those presenting were able to access support, in Brother Russell House in Limerick the figure was 9% and in McGarry House it was somewhat higher at 41%. Such figures highlight the continued national demand for homeless services.

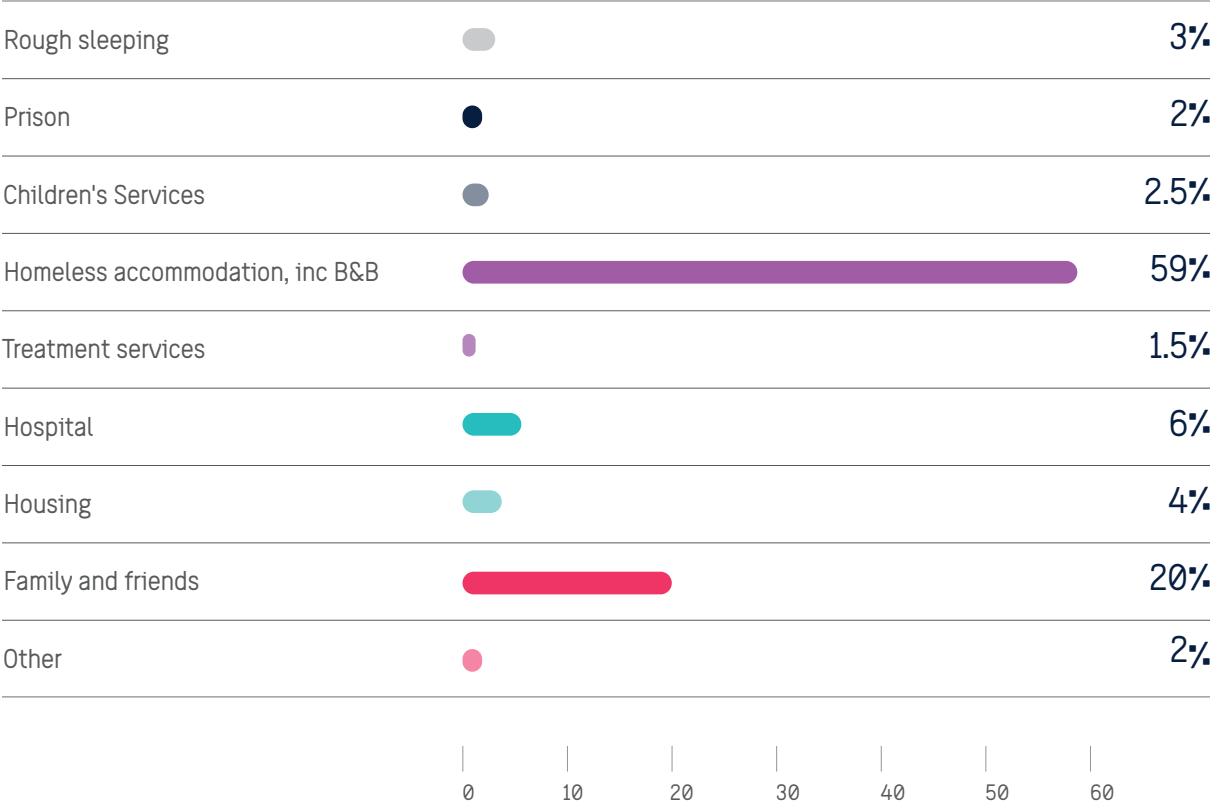
While it is clearly evidenced that we were unable to meet demand for our services, we endeavoured to support as many people as possible through new service development, the extension of existing services and the procurement of additional homes in the communities we work in.

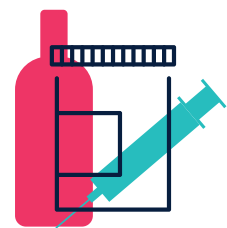
During 2018 Novas became a Trauma Informed organisation. Fundamentally, Trauma Informed Care is the provision of safe and empowering spaces where relationships between staff and service users can flourish. The impact has been profound and has transformed the ways in which we support people presenting with a multiplicity of needs.

REASON CLIENT PRESENTED TO NOVAS ACCOMMODATION SERVICES



PRIOR TO ACCESS





Addiction  
Services



Prevention



Street  
Outreach



2018

In 2018 Novas became  
a Trauma Informed  
Organisation



12,000

Our Street Outreach  
distributed 12,000 meals  
throughout the year.



Housing  
First

# Our Services

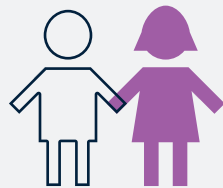


Housing



110

By the end of 2018 Novas  
had 110 tenancies in  
long-term accommodation  
nationally, with 137 adults  
and 144 children living in  
the homes.



1,003

The number of children  
Novas worked with  
throughout the year



Homeless  
Accommodation



Family  
Support



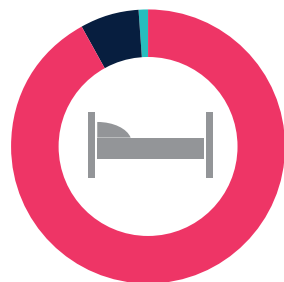
1,425

children were supported  
through our Christmas  
Toy Appeal.

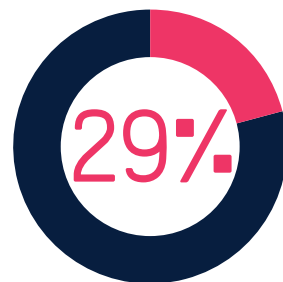


10,500+

There were more than  
10,500 presentations to  
our Temporary  
Emergency Provision,  
which provides  
accommodation to  
people at risk of  
homeless from 9pm to  
9am on a nightly basis.



92% of all bedrooms in our homeless  
accommodation are single occupancy,  
7% are shared by two people and 1%  
have more than two people.



29% of all people accessing  
Novas homeless  
accommodation were aged  
between 18 and 24 years.



4,768

The number of people  
supported by Novas  
throughout the year







In 2018 Novas provided support and services to 4,768 people throughout Ireland, who were homeless, at risk of homelessness, in addiction or experiencing social marginalisation.

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# RATHMINES WOMEN SERVICE

In December 2018 Novas opened its second dedicated female STA in Dublin, providing 24/7 support and accommodation to an additional 22 women. The service was initially part of Dublin City Council's cold weather response, thus many of the residents came directly from the street, presenting with very complex and immediate needs. The facility offers a range of rehabilitation and stabilisation interventions and seeks to create sustainable pathways out of homelessness.

In total, Novas supported more than 60 women per night in dedicated STA services in the capital – in The Abigail Centre and the new Rathmines service. We are the only provider of women-only homeless accommodation in Dublin.

In December 2018 Novas opened its second dedicated female STA in Dublin, providing 24/7 support and accommodation to an additional 22 women.



# FAMILY HOUSING FIRST, KERRY

In February 2017 Novas established its first Housing First Service outside Limerick, in collaboration with Kerry County Council. Initially developed as a demonstration pilot to support single homeless adults to access and maintain independent accommodation, it emerged as a vital intervention in preventing long-term and revolving door homelessness in the county. Such was the success of the initial project that a dedicated Family Housing First service was initiated the following year.

Throughout 2018, the Housing First Service in Kerry employed four full-time staff to support formerly homeless households to live independently in the community.

Throughout 2018, the Housing First Service in Kerry employed four full-time staff to support formerly homeless households to live independently in the community. Unlike many existing Housing First services in the country, this service has a rural geographical remit, with people rehoused throughout the county. The principals of choice, autonomy, empowerment and ongoing support have yielded very successful outcomes for families who were previously living in emergency accommodation. Throughout 2018 the service worked with 21 families.





# THE SHANNON HOUSING PROJECT

The Shannon Housing Project, opened in March 2018, was Novas' first service in Co. Clare. While already providing Mid-West programmes (Community Detox & Respite House) that included Clare, this was Novas' first dedicated service in the county. The project is a collaboration between Clare County Council, Inis Housing and Novas and provides housing and support to six formerly homeless adults.

The project was initiated by the local authority, who identified a need to support single individuals who were homeless or at risk of homelessness, to live independently in the community, with supports. The development is a re-purpose of unused social housing in the community. Three mid-terrace homes provide accommodation for six individuals with intellectual disabilities.

The Shannon Housing Project, opened in March 2018, was Novas' first service in Co. Clare. While already providing Mid-West programmes (Community Detox & Respite House) that included Clare, this was Novas' first dedicated service in the county.

# SOCIAL HOUSING

Throughout 2018 we were committed to increasing our housing stock and creating lasting solutions to homelessness. In the twelve month period we provided 34 new tenancies throughout the country with 93 people living in these households. Novas now manages 110 tenancies nationally, occupied by 137 adults and 144 children.



# TEP

2018 was the first full year that both our Temporary Emergency Provision (TEP 1 and TEP 2) services were operational. These services, situated in Limerick city, provide shelter from 9pm each night until 9am each morning. Combined, they have capacity for 30 individuals. The TEP service is a collaboration between Novas and the Limerick Homeless Action Team and provides a temporary response to the homeless crisis, preventing large scale rough sleeping in the city.

In 2018 there were 10,695 presentations to TEP by 324 people, an increase of more than 3,500 presentations from the previous year. The average length of stay throughout the year was 330 nights, indicating the absolute necessity of the service and the reliance on emergency accommodation by the people availing of it. The

clients presenting to TEP are predominately young, predominately male (80%) and present with a range of complex issues relating to very poor physical and mental health and significant addiction issues.

In 2018 there were 10,695 presentations to TEP by 324 people, an increase of more than 3,500 presentations from the previous year.

# MY HOMELESS STORY

My goal in life wasn't living, it was getting high. I was falling into a downward spiral towards a point of no return. Over the years, I turned to drugs, dysfunctional relationships and alcohol, under a false belief it would allow me to escape my problems. It just made everything worse. I had everything at one point, a good education, a job, money and a loving relationship. Two beautiful kids, yet I felt empty inside, as if I had nothing. Over ten years of using, I kept saying to myself I'm going to stop permanently, after using this last time. It never happened.

There were even moments I had thought of giving up on life. I ended up homeless and on the streets. Everyone in my life had distanced themselves from me, because they couldn't handle watching me slowly kill myself with drugs. I became very withdrawn and thought everyone was watching me. I couldn't even walk in public places. I told myself if this is rock bottom, and I believe it was, that I had had enough. Yes, I wanted drugs, but I realised that I wanted life more.

I went to the Homeless Unit and asked for advice. They put me into Arlington Lodge. In Arlington, I was welcomed with open arms. It was a massive relief when I first arrived there. The residents and staff made me feel so safe and part of something. It was so lovely to have a cooked meal. My key-worker was amazing, she helped me a lot and made loads of referrals for me. I am so grateful for everything she's done for me.

After being clean for three months in Arlington, they asked me if I'd like to move up to Knocklee House. I said yes of course! They are so lovely at Arlington, but I needed my own space. Knocklee is a place where I found peace, where I didn't feel



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I'M TWENTY-SIX NOW, MY WHOLE LIFE IS AHEAD OF ME. I'M GOING TO MAKE MY DREAMS COME TRUE. I'D LIKE TO USE MY EXPERIENCES TO HELP PEOPLE AGAIN...

hunted, where I could get some sleep and head space, one of the most underrated human needs.

Also, my Counsellor James has been a great support to me and anyone else in Novas looking for someone to talk to about their feelings. It's lovely being listened to. I've made some really good friends between Arlington and Knocklee. I'll be staying in Knocklee until I get my own house to rent. I consider myself really lucky to have gotten a bed in Knocklee, because it's helped me a lot to learn the basics of living independently.

Novas has helped me change my life. My mental health and recovery had improved massively. Knocklee feels like a home.

I'm twenty-six now, my whole life is ahead of me. I'm going to make my dreams come true. I'd like to use my experiences to help people again, and of course put all my time into my two AMAZING kids!!

**Niamh Cahillane**

# TERESA'S STORY

When I first became homeless I was living in emergency accommodation for families for a year, I found this very tough. My partner got sick and I decided I would move into his council house to care for him and my daughter. He was then moved into the hospice and he sadly passed away. As my name was not on the house I had to leave and me and my daughter had nowhere to go. I went to Novas and presented as homeless, I was put into emergency accommodation.

We were living in emergency accommodation for about 6 months and within that time we moved from hotel to hotel. Every Wednesday I had to go on booking.com, find a hotel and get a quote. I would then have to go to the clinic with the quote, they would give me a cheque and I would lodge this into my bank account. I found this very degrading. We were living week to week and out of suitcases. In the hotels there was no cooking facilities so we were always eating takeaways, a chunk of my money would go on food. At times I would have to go without food so my daughter could eat. I always had to put on a brave face for my daughter and the situation we were in wasn't good for my mental health.

While I was in emergency accommodation I worked with The Limerick Homeless Action Team, they were brilliant and a great support. I was staying in the Maldron and my support worker phoned me to tell me we were moving into transitional housing. We were there for 18 months. I then got a phone call to say I was getting



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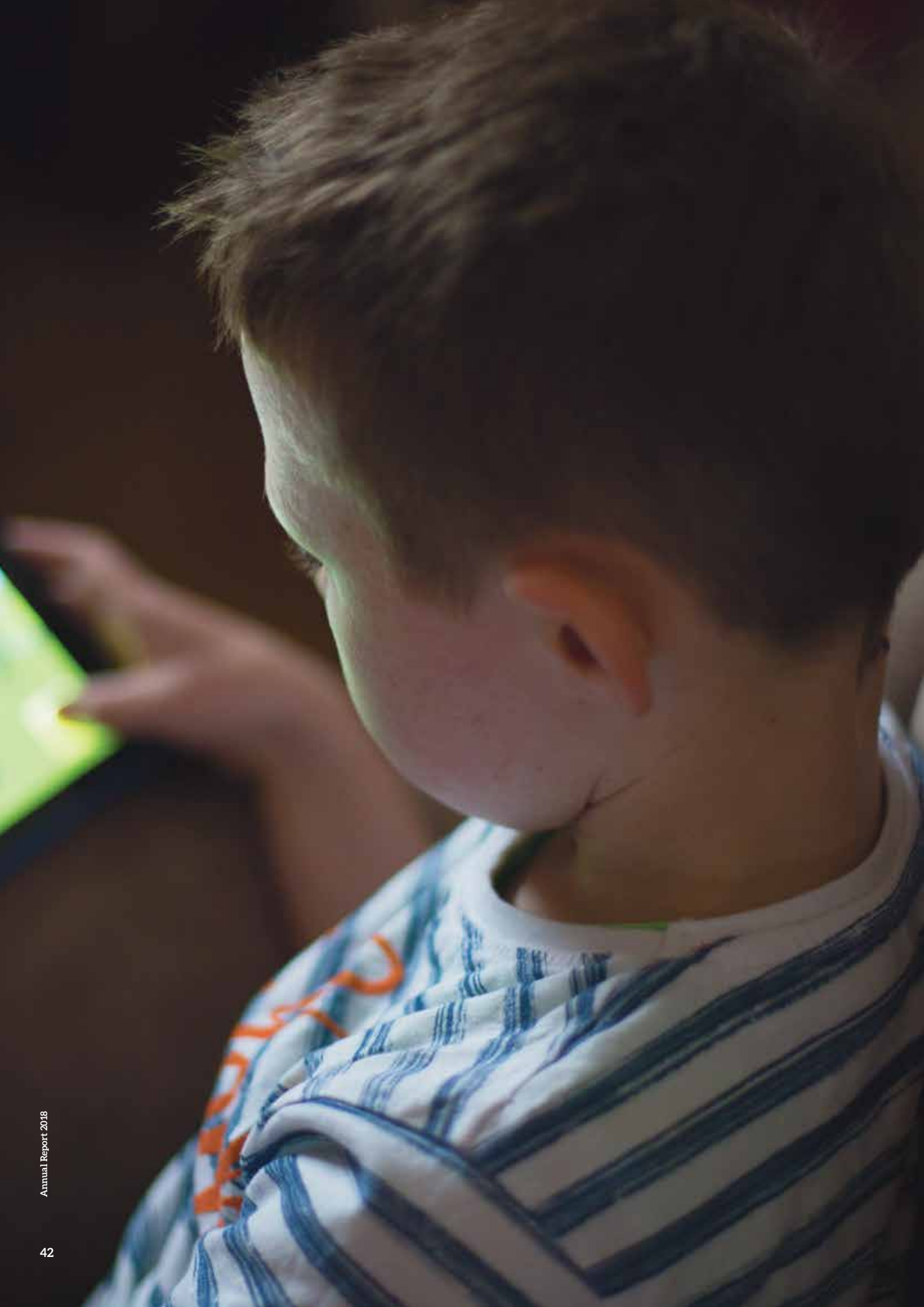
MY FAVOURITE THING ABOUT HAVING MY OWN HOUSE IS I CAN LOCK THE DOOR BEHIND ME AND I KNOW I WON'T HAVE TO LEAVE AGAIN. I CAN MAKE THIS HOUSE MY OWN. I WOULDN'T HAVE BEEN ABLE TO DO THIS WITHOUT NOVAS AND I REALLY APPRECIATE IT. I CAN'T THANK THEM ENOUGH.

a Novas house. I was dumbfounded. My daughter asks will we have to move again and I can tell her we are here forever. My garden was recently done up and I cried when I saw it, I was so happy. I always wanted a back garden. It was a dream come true.

My favourite thing about having my own house is I can lock the door behind me and I know I won't have to leave again. I can make this house my own. I wouldn't have been able to do this without Novas and I really appreciate it. I can't thank them enough.





A close-up, side-profile shot of a young boy with short brown hair, looking down at a tablet computer. He is wearing a blue and white striped shirt. The background is dark and out of focus.

For the first time ever,  
Novas worked with more  
than 1,000 children who  
were homeless or at risk of  
homelessness throughout  
2018. In the previous  
twelve month period,  
we had supported 716  
children nationally.

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# FAMILY AND CHILD HOMELESSNESS

By the end of 2018 there were 3,559 children officially recorded as homeless in Ireland. Not included in these figures are thousands more children who are hidden homeless; couch surfing, involuntary sharing and living in insecure, inappropriate and substandard accommodation.

The 2016 census confirmed that the single biggest age category of homeless people in the state were infants and toddlers under four years.

This represents a seismic shift in the homeless landscape, as five years previously the census revealed the biggest age category of people experiencing homelessness was 31 to 40 years.

In 2018, for the first time ever, Novas worked with more than 1,000 children who were homeless or at risk of homelessness. In the previous twelve month period, we had supported 716 children nationally.



YEAR 2018

1003  
CHILDREN

YEAR 2017

716  
CHILDREN



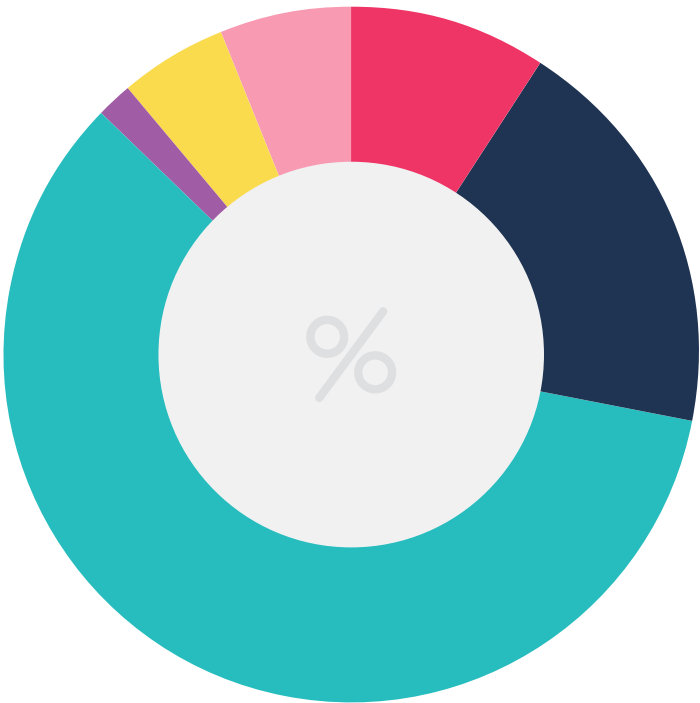
YEAR 2018

247  
FAMILIES

YEAR 2017

176  
FAMILIES

SERVICES SUPPORTING CHILDREN



|                               |     |                            |    |
|-------------------------------|-----|----------------------------|----|
| IFS                           | 592 | Tipperary Outreach Support | 61 |
| West Cork Tenancy Sustainment | 190 | Family Housing First Kerry | 50 |
| Living in Novas Houses        | 93  | Sarsfield Hub              | 17 |

The vast majority of the children Novas worked with lived outside of Dublin. Some 592 children were supported by our Intensive Family Support Service in Limerick, 190 by our West Cork Tenancy Sustainment Service, 50 through our Family Housing First Service in Kerry and 61 by our Outreach Team in North Tipperary. A further 93 children were living with their families in a Novas house in Limerick, Dublin, Tipperary and Kerry and 17 children lived in a family hub operated by Novas in Ballyfermot.

For the first time ever Novas worked with families in Kerry and Tipperary. Utilising the principals of Housing First, Novas supported vulnerable families to access and maintain accommodation, while providing bespoke support underpinned by a trauma informed approach.

WEST CORK TENANCY SUSTAINMENT

In West Cork more families than ever before were referred to our tenancy sustainment service. The number of referrals to the service, which supports both families and single individuals, has grown by 397% since 2014. In 2018, 84 families with 190 children were in receipt of support. A further 100 single adults and couples were also supported.

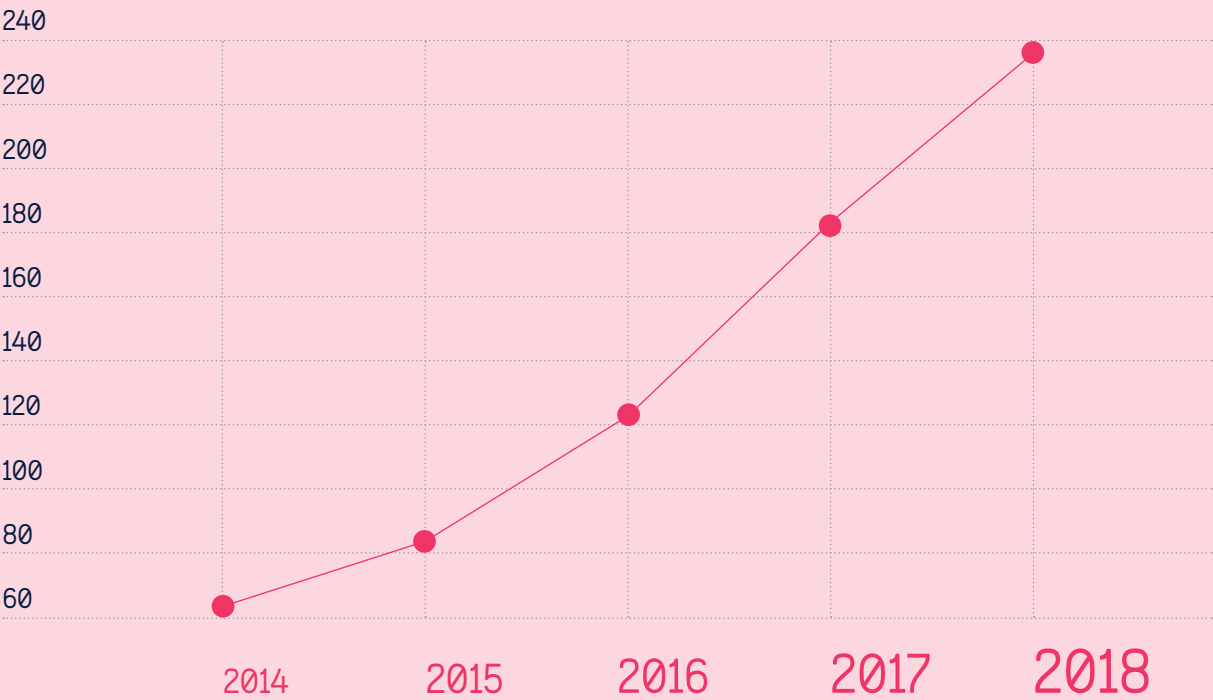
A unique set of factors including a large geographical hinterland, seasonal work and tourism, render it extremely difficult for families to secure accommodation in the private rented market in west Cork. The tourist industry in the region makes it difficult for local families to secure long-term leases, such is the prevalence of holiday lets. Even securing emergency accommodation in the region is fraught with challenge. With no

dedicated homeless accommodation, families experiencing homelessness rely on commercial hotels, holiday hostels & B&B's when in crisis, however during peak tourist season this source of accommodation is almost entirely booked up.

The service adopts a trauma informed approach when supporting families who are homeless. It strives to provide clients with safety, trustworthiness and transparency and collaborative working. This allows space to meaningfully recognise, react, and respond to the complex traumas that clients may experience.

Throughout the year the service worked with families to secure long-term accommodation in their local communities with ongoing support as required.

NUMBER OF REFERRALS 2018







## LAURA AND GARRY'S STORY

We met Patrick about a week after our given deadline from our private landlord to vacate the property my family had been living in in West Cork for the past 8 years. We were being faced with the increasing and very real possibility of being made homeless. We had been renting under the council's RAS scheme and our landlady had to sell the property in which we were living. At that time there were no available council houses and there was nothing at all on the private rented market. Buying was out of the question and so we did not know what to do.

We turned to Novas for help. Patrick met with us and heard our story. He helped us explore every avenue, sending us weekly

lists of possible properties in our area and liaising with the county council trying to move them on to fulfil their obligation (stated in the RAS agreement) to house us.

What was most important to our family was not just that we had a roof over our heads, but that we could remain in our community. The children had all been brought up here in Courtmacsherry. Indeed three of them had been home birthed right there in the village. The older children attended the local national school where they were happy and thriving and the whole family was part of the school community, actively participating in and contributing to school life. The older children's biological father

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NOVAS UNDERSTOOD WHAT IT MEANT TO US AND OUR CHILDREN'S MENTAL AND EMOTIONAL WELL BEING TO STAY ROOTED IN A PLACE. THAT WE HAVE THE RIGHT TO FEEL THAT WAY DESPITE NOT HAVING THE MONEY TO BUY PROPERTY THERE. THAT WE HAVE THE RIGHT TO HAVE A HOME IN THE TRUEST, WIDEST SENSE OF THE WORD.

lived in the next village, this allowed them to maintain a close relationship with him and regular access times of 3 to 4 visits a week. My partner Garry had been a volunteer lifeboat crew member with the Courtmacsherry Harbour Lifeboat for the past 10 years, this required him to live within a close proximity to the station to enable him to attend shouts. And I was a volunteer at the community shop.

As Garry and I are not originally from the area, we had spent the previous 8 years making firm friendships and building a community around us in the true sense of the word that gave us the support and help we needed during difficult times. People with whom we shared the highs and lows of life. For us losing our home meant that we stood to lose all of that too, and it meant that a small rural village would lose a large family of active, contributing members.

During our meetings with Patrick from Novas, he really heard this. The human

side of our story. The side that the council housing department don't have time to listen to. The side that central government didn't seem to understand. Writing his report, which he later submitted to the council in support for an application for a council house that eventually did become available, this is what he brought to the forefront. It made us a family believe that we were doing the right thing in trying to stay within our community, rather than allowing ourselves to be moved just anywhere in order to be housed.

It is so wonderful that Novas as an organisation really understand and support people in their communities. We were made to feel an important and valued part of our village, not a drain, a burden, a problem that needed to be solved. Novas understood what it meant to us and our children's mental and emotional well being to stay rooted in a place. That we have the right to feel that way despite not having the money to buy property there. That we have the right to have a home in the truest, widest sense of the word.

This belief, this support and this encouragement gave us the strength to carry on and several months later we were housed by the council in the most beautiful house, right in the heart of our community. We have lived here for nearly a year now and every day we give thanks for it and for the life we can live because of it and the start in life that we want to give our children.

**Laura Whelan and Garry Barrett**

## INTENSIVE FAMILY SUPPORT SERVICE

Since 2005 Novas has provided an Intensive Family Support service in Limerick, in collaboration with the local authority there. Demand has reached unprecedented levels in recent years and in a bid to respond effectively, a number of new and creative initiatives have been developed by the service in partnership with statutory bodies in the city.

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Novas has arranged for families to have a nutritious and hearty meal in a community cafe each evening. A family has the opportunity to eat good food, sitting around a table. It allows a family a break away from one room, in which they play out their lives and ensures that children and their parents are getting at least one good meal a day.

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In 2017 a new role was developed within the family service, dedicated to families living in emergency B&B and hotel accommodation. The challenges faced by this group are particularly acute due to the utter lack of storage, cooking, refrigeration and laundry facilities. This combined with the lack of physical space, the location of hotels and the sense of displacement render this group of families particularly marginalised.

The B&B worker, funded by the HSE, supports families in a number of practical and emotional ways, such as liaising with schools, supporting families to view properties, linking with services and advocating on their behalf.

In 2018 the service initiated a Food Poverty Campaign for families living in emergency accommodation. With no cooking facilities families often rely on take-away food for weeks and months on end. It is eaten on laps, sitting on beds, in one room. Parents report that their children are putting on weight, they lack concentration in school and their physical wellbeing is compromised. In a bid to support families with this persistent issue, Novas has arranged for families to have a nutritious and hearty meal in a community cafe each evening. A family has the opportunity to eat good food, sitting around a table. It allows a family a break away from one room, in which they play out their lives and ensures that children and their parents are getting at least one good meal a day.

## ST. MARY'S PARK

In collaboration with Regeneration and Limerick City and County Council, Novas' Intensive Family Support Service provides a dedicated family and outreach service in St. Mary's Park. Considered the most deprived area in the country in the Pobal Deprivation Index, households in St. Mary's Park have experienced significant trauma and social marginalisation. Clients here present with a myriad of needs relating to housing and homelessness, deprivation and isolation, poverty and poor education, high unemployment rates and drugs and crime.

In 2016, through the Social Intervention Fund, Novas employed a dedicated worker to support families in the region who were homeless or at risk of losing their tenancies. The remit of the role was to support large families to enhance their housing situation, promote integration and signpost to other relevant services in the area. The service provides weekly clinics, a daily drop-in service, home visits, assistance to attend appointments and intensive family support.

Due to the positive impact of the role and the significant level of need in the area, funding was secured for an additional worker in 2018. The second worker enabled us to extend the service to support elderly couples and individuals as well as those with a disability.

In partnership with the council, Novas has leased a number of social houses in St. Mary's Park, which are sub-let to families from the area that require ongoing support with tenancy sustainment. Currently we are working with 51 households and have worked with up to one-sixth of all households in the community in the last two years.

Our work in the community revealed considerable overcrowding and involuntary sharing, houses in significant disrepair, without furniture and in substandard conditions. The service advocates on behalf of clients to reduce involuntary overcrowding, and enhance the physical condition of houses.

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Considered the most deprived area in the country in the Pobal Deprivation Index, households in St. Mary's Park have experienced significant trauma and social marginalisation.

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The personal circumstances of clients have also improved. The range of supports includes life skills, household and money management, support to attend appointments, link with healthcare providers and the promotion of social integration. We provide practical supports to empower clients to establish routines. This can include school transport, cleaning, cooking and preventing anti-social behaviour.



# MICHAEL'S STORY

My story begins over twelve months ago, I was living in a HAP property and received a letter stating that my tenancy would not be renewed as the apartment was being sold. At this time, in response to dealing with these issues, I fell into using substances. Once my notice to quit expired, I began sleeping on friend's and family's couches for a couple of months. This could not continue and I ended up sleeping in the nine to nine hostels. At times I often slept rough. I can remember nights where I stayed in a shed with nothing more than a lighter to keep me warm. This for me was a low point and I felt that I had nothing to live for.

This continued for some time until through Novas I became linked in with Regeneration in St Mary's Park and met with the Housing Officer. It was this that turned my life around. I was linked with Novas staff who supported me and advocated on my behalf. After a couple of months linking with Novas and Regeneration, I was offered a home in St Mary's Park. Receiving this home was all I needed to turn my life around. I can say that it saved my life; I became independent and had the space to deal with my addiction issues.

Novas were very important when I entered my new home, I never felt alone, I could pick up the phone and call my key worker who always provided me with the support I needed to turn my life around. Novas supported me to enter treatment and take the first step in my recovery. Today I no longer use substances and have the support through Novas to deal with whatever life

throws my way. They supported me in accessing other services such as Saoirse. My key-worker would often support me in attending meetings and make sure that I was never in a position that I could not attend. I am now working full-time and back in contact with my children.

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NOVAS SUPPORTED ME TO ENTER TREATMENT AND TAKE THE FIRST STEP IN MY RECOVERY. TODAY I NO LONGER USE SUBSTANCES AND HAVE THE SUPPORT THROUGH NOVAS TO DEAL WITH WHATEVER LIFE THROWS MY WAY.

During my time in homelessness I struggled to see my children. Having a home in St Mary's Park has allowed me to spend time with them and provide a safe environment for them to come and stay overnight. Through being housed in St Mary's Park I have had the opportunity to build a relationship with my son, whom I had not seen in almost a year. Now I have a home for them, a garden for them to play in. My children love to come to stay. None of this would have been possible without the support of Novas. My key worker calls to me weekly and I always have support around housing issues as well as emotional support. I cannot thank Novas enough for what they have done for me.





# LORRAINE'S STORY

My name is Lorraine. I am thirty-six years of age. When I began working with NOVAS I had been on the housing list for twelve years. I was living in a HAP property. The house was covered in mould and there was a large hole in the floor of the dining room, which meant we could not use this room and were confined to a very small space.

After a very traumatic family bereavement things began to get a lot worse and it came to a point where my landlord was threatening to throw me and my daughter out on the street. That is when I made contact with Novas. They were so good and linked me in with other services such as a free legal aid clinic, Threshold and the Limerick Homeless Action Team. My key-worker always facilitated me to attend appointments and communicate with other agencies.

Novas advocated on my behalf and as part of this they arranged a meeting with the Housing Officer in Regeneration. The meeting went well. Novas continued to advocate for me and my family and after a lot of hard work I was offered a home in St Mary's Park. My daughter and I got our forever home.

Living here has been so good, we are close to everything we need, the house is fantastic and my daughter and I have been made feel so welcome. We finally have a home that is safe and warm. I have a back garden for my daughter to play in. I have Novas to thank for this. When we first moved into our new home they helped me with managing my rent and through their work I have become more independent and confident.



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LIVING HERE HAS BEEN SO GOOD, WE ARE CLOSE TO EVERYTHING WE NEED, THE HOUSE IS FANTASTIC AND MY DAUGHTER AND I HAVE BEEN MADE FEEL SO WELCOME. WE FINALLY HAVE A HOME THAT IS SAFE AND WARM.

Novas do so much good work and are always there to offer support and advice. My key-worker calls to me weekly and if any issues arise in my life he is always there for practical and emotional support and advice. I feel that I can always rely on him. Finally I would like to thank them for changing my daughter's and my life.



# TRAUMA INFORMED CARE

Trauma-Informed Care training has been designed to equip providers of community, social care and health services to understand trauma and its impact on people using their services, and to utilise this knowledge to improve service provision.

Trauma Informed Care (TIC) facilitates the creation of safe spaces for clients, nurtures relationships between clients and staff and equips staff to recognise trauma triggers. This enriches the experience and outcomes for clients who access our services.

By the end of 2018 Novas had become a Trauma Informed Organisation, the programme being a collaborative development between Quality Matter, Novas and Dr. Sharon Lambert. All members of staff – kitchen, cleaning, front-line and managers – were trained in Trauma Informed Care.

Novas pioneered a trauma informed approach due to the significant correlation between people who access homeless services and their experience of trauma. Most Novas clients have experienced numerous Adverse Childhood Experiences (ACE's), as well as trauma in adulthood. Taking a trauma informed approach to all our interactions with service users increases

the likelihood of a person experiencing safety and acceptance in a service, prevents disengagement and reduces both the number and level of incidences that occur.

While the trauma informed approach is still in infancy, the preliminary findings relating to impact are most heartening. An MA student in the Department of Psychology in UL, Talin Al Alii, completed his thesis on the impact of a trauma informed approach on practice and outcomes in McGarry House. The research included a combination of qualitative and quantitative methods that examined the number of incidents, the severity of incidences, staff ability to diffuse heightened situations and empowerment of clients. Time periods pre and post TIC implementation were chosen (Quarter 1 2018 and Quarter 1 2019) and all data was anonymised. The research found the number of incidents in McGarry House declined by a staggering 68%.

Trauma Informed Care has enhanced our practice and service delivery. By incorporating the key principles of TIC - safety and empowerment - incident levels have decreased, people remain in their 'home' and feel they had a choice in what happens to them. Staff are better equipped to de-escalate and prevent conflict and to deal with aggressive behaviour when it arose.

While we recognise the research is not conclusive, it does indicate very positive preliminary outcomes and points to the recognition of trauma as a means of better service delivery.

Novas now have two TIC trainers within the staff team. Julie and Sinéad provide training to all new staff, will provide refresher training to existing staff and provide external training to other human service organisations.



NUMBER OF INCIDENTS IN MCGARRY HOUSE, PRE AND POST TIC TRAINING

| MONTH    | FREQUENCY |      |
|----------|-----------|------|
|          | 2018      | 2019 |
| JANUARY  | 68        | 19   |
| FEBRUARY | 47        | 18   |
| MARCH    | 61        | 19   |
| TOTAL    | 176       | 56   |

DIFFERENCES IN NUMBER OF INCIDENTS

| TYPE OF INCIDENT           | FREQUENCY |      |             |
|----------------------------|-----------|------|-------------|
|                            | PRE       | POST | DECREASE BY |
| VERBAL ABUSE               | 44        | 15   | 65.91%      |
| THREATENING PHYSICAL ABUSE | 21        | 3    | 85.71%      |
| ACTUAL PHYSICAL ABUSE      | 42        | 5    | 88.10%      |
| PROPERTY DESTRUCTION       | 9         | 6    | 33.33%      |
| THREATENING TO SELF-HARM   | 5         | 1    | 80%         |
| ACTUAL SELF-HARM           | 25        | 20   | 22.22%      |
| POLICY VIOLATION           | 21        | 2    | 90.48%      |
| TOTAL                      | 176       | 56   | 68.18%      |



JULIE’S STORY

Listening to Sharon Lambert speak on trauma a few years ago, was a light bulb moment for me. I came away thinking about clients we had worked with over the years, clients who had experienced so much trauma and adversity, who would have benefited hugely from this practice. While we had always worked from a non-judgemental, harm reduction approach, Trauma Informed Care would have been transformative for many clients with complex needs.

Two things came up for me: Why had I never heard of this model of practice before? I had spent six years studying. Secondly, I knew instantly that our clients needed to experience this model of practice. Novas needed to do this!! I am extremely proud that we have become leaders in Trauma Informed Care.

As practitioners we learn so much about diagnosis and challenging behaviour etc. The Trauma Informed model has given me a toolkit to support clients who have experienced

significant trauma and to challenge some of the barriers they face in accessing services; barriers that have been created by labels such as ‘non-compliance’, ‘won’t engage’, ‘challenging behaviour’. TIC training has provided a platform where we speak about trauma and adversity with other professionals and we are comfortable in looking at our own bias and experiences. In doing this we are changing how the clients experience our service and other services.

Becoming a Trauma Informed Care Trainer has been a very positive experience for me and solidified my commitment to the model. I am looking forward to engaging with new members of the Novas team in training and observing how the model transforms work practice and culture.

I firmly believe that this piece of work has led to better outcomes for our clients and has provided us practitioners with another lenses to view the clients’ journey.



# SINÉAD'S STORY

Working with Novas over the past 13 years, I have seen many positive changes in the organisation. One of the most exciting pieces of work I've had the privilege of being involved in is the move towards becoming a Trauma Informed Organisation. Novas has committed to training its entire staff team in Trauma Informed Care (TIC), in order to ensure full saturation of its tenets throughout service delivery, recognising the importance of positive encounters with every person a client meets in their journey through our services. I am incredibly proud of this commitment and of being involved as a training participant, an everyday on-the-job learner and a trainer for the organisation.



TIC is an evidence based approach that involves acknowledging the trauma people have experienced through adverse childhood experiences and throughout their lives. The people who we work with in our services have experienced many complex traumas that have increased the likelihood of addiction, poor mental and physical health and homelessness in their adult lives. When I attended TIC training, I was astonished to see the evidence that adverse childhood experiences lead to poorer health outcomes in later life. I have witnessed the impact of inequity on our client's health many times over the past 13 years of working with Novas, but to move from thoughts and suspicions to hard evidence solidifies a need for a more inclusive and open approach to providing care with and for our clients.

TIC encourages us to change the question from "What is wrong with you?" to "What has happened to you?" This open way of seeking to understand our clients has led to huge positive

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TIC [TRAUMA INFORMED CARE] ENCOURAGES US TO CHANGE THE QUESTION FROM "WHAT IS WRONG WITH YOU?" TO "WHAT HAS HAPPENED TO YOU?" THIS OPEN WAY OF SEEKING TO UNDERSTAND OUR CLIENTS HAS LED TO HUGE POSITIVE CHANGES IN TERMS OF THE RELATIONSHIPS THAT WE FORM AND THE WAYS IN WHICH WE WORK TOGETHER.



changes in terms of the relationships that we form and the ways in which we work together.

Trauma Informed Care is strengths based and compliments our collaborative peer work (TOPPLE) enormously. It also compliments the idea of our environments become psychologically informed, positive, bright and safe spaces that enhance our clients' wellbeing rather than triggering and further traumatising them. In McGarry House, in the past eighteen months, we have painted all of our client bedrooms, decorated our dining room and tv area, enhanced our clients' outdoor space and have re-developed our therapeutic spaces, our groups room and our one-to-one spaces.

The research carried out in McGarry House examining the impact of TIC is testament to how powerful its implementation can be. Our incident levels have decreased in the service by 68% and the research notes a change from an authoritarian incident response to a more communicative and understanding one - Trauma Informed Care can and does work.

I've also noticed that staff seek and accept support more readily themselves. Trauma Informed Care also considers staff trauma, promotes self-care, understanding and forgiveness of the self which is very liberating for staff.

Julie McKenna and I have been tasked with continuing to train incoming staff to ensure a consistent trauma informed approach across the organisation, a responsibility to which we are both very committed. Our intensive training from Quality Matters focussed heavily on personal experience and allows us to draw on things we have done well and not so well to help others in their learning. We also look forward to hearing the experiences of our colleagues across Novas and working together to create forward thinking, innovative, compassionate services.

I look forward to the next stage of the roll-out of TIC where our TIC champions evaluate our services and make recommendations to enhance them further and where our clients inform these changes

# VOLUNTEERING

**At the heart of Novas lie our volunteers, who play a fundamental role in supporting frontline services, raise vital funds, organise events and help us to highlight the issue of homelessness.**

Of the many important roles delivered by volunteers, the operation of our Street Outreach comes to the fore. An initiative provided entirely by volunteers, it offers a hot meal, clothes, toiletries and support and advice on the streets of Limerick 365 days a year. An initiative that was first developed by staff on a voluntary basis 10 years ago, it has become a fundamental intervention for dozens of people on a nightly basis.

During 2018 the service was busier than ever. With up to 35 individuals seeking support on a nightly basis, the role of our volunteer team became more

important than ever, at the coalface of the relentless crisis. Each night two or three volunteers collect hot meals and baked goods from The Greenhills Hotel, Hook and Ladder Restaurant and Nom Donut Shop in the city. This food, along with other provisions prepared in our services are given to the clients who present.

For many who attend the Street Outreach, it serves as a source of community and connection and for others it is a vital source of food and other basic products. Last year the service provided 12,000 meals to clients, along with immeasurable servings of kindness and compassion dished out by our volunteer team!



# EIMEAR'S STORY

My involvement with Novas began when I moved to Limerick from my home in County Kerry in 2013. I was fortunate enough to get work in Limerick City in a busy office at a time when work opportunities weren't plentiful, and I had a strong sense of gratitude as a result. Looking back I guess this was my motivation, but really at the time, like so many things in my life, I felt I fell into the organisation and also like so much else in my life little did I know where it would lead me...

Initially it was the visible 'Street Outreach' programme that caught my attention. Any evening I was walking through the city I would see the van and stall set up and it seemed like a practical, simple service where there was plenty of interaction. I liked the idea of doing something 'hands on'.

I contacted the Novas office and my initial contact was with Chris who was encouraging, enthusiastic and informative. As someone who likes to dive in, I wasn't too enthusiastic about 'training' but in hindsight I realise how necessary it is and also how interesting it was to talk to other prospective volunteers and get a feel for the organisation.

It wasn't long after I started with the Street Outreach that I began to look forward to meeting the other volunteers and some of the faces who frequented the service started to become familiar. It was exactly what I thought it would be and more. There was huge satisfaction on a very human level in giving out hot food, sandwiches, tea and coffee and of course having some banter with anyone



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who came along. On cold nights we had hats, scarves, gloves and other clothing to hand out. Today's world is one where communication is so often by phone call/text/social media but there really is no substitute for having direct human connection and this is what I enjoyed the most.

After some time volunteering with the Street Outreach I also got involved with a long term resident of Brother Russel House by way of the



“

IT HAS BEEN A PRIVILEGE TO SIT ON THE BOARD AND IT IS SOMETHING THAT I DO NOT TAKE LIGHTLY. I HAVE HUGE RESPECT FOR ALL SERVICE USERS/RESIDENTS AND EMPLOYEES OF NOVAS AND I DO MY BEST IN MY ROLE AS DIRECTOR TO HONOUR THE CORE VALUES OF NOVAS.

I have gained far more from my involvement with Novas than anything I have ever given. It is the most fantastic organisation and like any organisation it is the people who make it what it is. I have enjoyed my various roles and I am exceptionally proud and honoured to be involved with Novas.

Befriending Programme which was run at the time. I would visit this resident and we might go to Costa for a coffee or into town for a wander if the mood took us. Taking the time to get to know a resident one-on-one has given me insight into how someone ends up availing of the services and the absolute value to society in having the wide range of services and supports that Novas offers.

When I moved back to Kerry for work in 2016 I was keen to stay involved with Novas. It was mentioned to me that there may be a role for me on the Board of Directors. I have to say initially it didn't hold any appeal for me but the more the role was explained to me the more I became interested. It has been a privilege to sit on the Board and it is something that I do not take lightly. I have huge respect for all service users/ residents and employees of Novas and I do my best in my role as Director to honour the core values of Novas. I am in esteemed company particularly with the Founder of Novas, Mr. Joe McGarry, on the Board.



# GOVERNANCE & FINANCE

## GOVERNANCE

Novas is committed to ensuring and maintaining the highest standards of corporate governance. We have published our Public Statement of Compliance with the Governance Code for Community, Voluntary and Charity Organisations on our website. We welcome regulation on a statutory footing with the publication, by the Charity Regulator in November 2018, of the Charities Governance Code and have commenced work on ensuring that we operate within the parameters of that statutory code. In addition, we are committed to The Department of the Environment, Community and Local Government's Code for Approved Housing Bodies.

Novas has developed policies and procedures to ensure good governance, which meets the requirements of the two regulators together, while ensuring best practice as set out by the Director of Corporate Enforcement Office is applied in relation to Board conduct and decision making.



## THE BOARD

The work of Novas is overseen by a board of eight voluntary, non-executive directors. The Board is appointed annually at AGM by the members. The Directors, in the discharge of their duties to the organisation, endeavour to uphold the value and ethos of Novas. The Board employs a Chief Executive Officer who has responsibility for the day to day management of the organisation. There is a distinct separation between the roles of the Board and the executive (CEO and senior management team). The Board provides support in ensuring that the organisation achieves its objectives, as evidenced in the work of the sub-groups within the management board. Currently there are six sub-groups; Governance, Health and Safety, Finance & Audit, Client Welfare,

Communications and Fundraising and Property and Development. Each sub-group is chaired by a director who in turn reports back to the Board.

During 2018 the Board met on six occasions and there were 24 sub-group meetings held. At AGM this year the board welcomed Joe McGarry and Siobhan Wheeler and Maria O' Dwyer retired as a Director.





# FINANCIAL REPORT

In 2018, the total income generated by Arlington Novas Ireland CLG was €10.229M (an increase of 12.3% from 2017). Revenue based Grants received by our organisation from the HSE, Department of Housing, Planning and Local Government and various local authorities amounted to €8.687M (an increase of 11% from 2017). This represented 84.9% of our total income. The increase is primarily due to new services, including the Family Hub in Ballyfermot (which we operated for six months), a new Family Housing First Service in Kerry, The Shannon Housing Project in Clare and additional beds in the Temporary Emergency Provision in Limerick. There was also some additional funding for individual clients from HSE Disabilities.

There was no increase in funding for existing services in 2018. This continues to be a major issue, particularly relating to staff retention. Funding remains at a level lower than before the economic recession.

Other income was €1.542M (an increase of 21.1%). This other income consists of contributions from our service users, development levies, deposit interest, donations, legacies and fundraising.

We remain extremely grateful to all our funders and donors, whose continued support and generosity has enabled us to maintain high standards of service provision for everyone who accesses support.

In summary, there was a surplus of €407,000 in income over expenditure, before transfers to the property sinking fund. Any surpluses we attain are reinvested in our services.

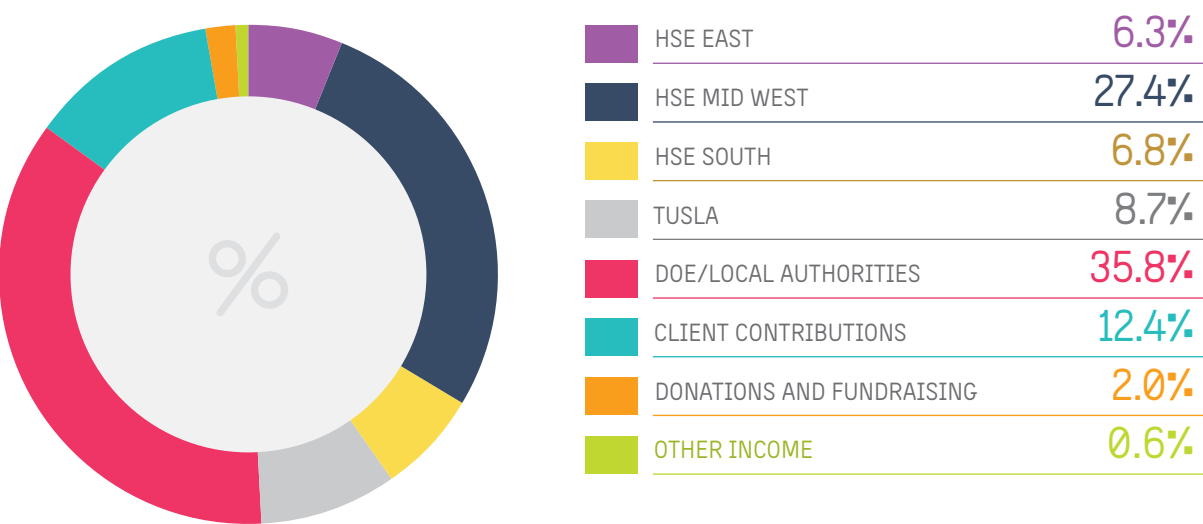
The remuneration of the CEO for the year was €77,442. The company also made contributions to the company pension scheme in respect of the CEO and paid an essential car users allowance. No employee was paid more than this amount.

We are committed to managing our costs as tightly as possible, and ensuring that the vast majority of our expenditure continues to be spent on providing for our service users.

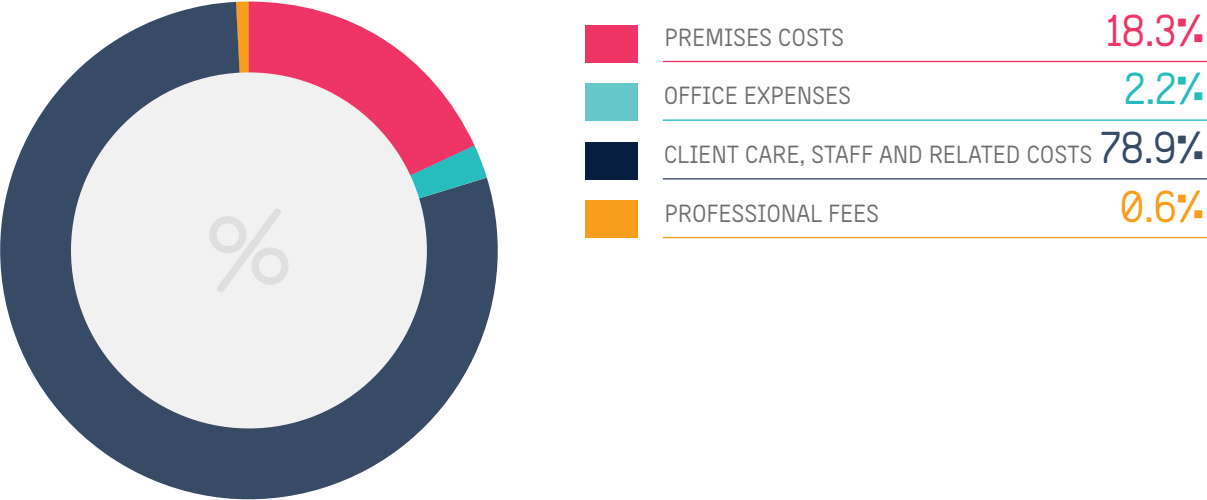
The Finance and Audit Committee met on four occasions during 2018.

In 2019, we will continue to purchase and develop properties to provide long-term housing for individuals and families, as indicated in our strategic plan.

BREAKDOWN OF INCOME 2018



BREAKDOWN OF EXPENDITURE 2018





## Arlington Novas Ireland Company Limited by Guarantee

## STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2018

|   | 2018        | 2017        |
|---|-------------|-------------|
|   | €           | €           |
| TURNOVER  | 10,228,612  | 9,103,985   |
| ADMINISTRATIVE EXPENSES                           | (9,727,457) | (9,010,913) |
| OPERATING SURPLUS                                 | 501,155     | 93,072      |
| INTEREST RECEIVABLE AND SIMILAR INCOME            | 96          | 846         |
| INTEREST PAYABLE AND SIMILAR CHARGES              | (94,199)    | (32,827)    |
| SURPLUS BEFORE TAX                                | 407,052     | 61,091      |
| SURPLUS FOR THE FINANCIAL YEAR                    | 407,052     | 61,091      |
| TOTAL COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR | 407,052     | 61,091      |

There were no recognised gains or losses for 2018 or 2017 other than those included in the statement of comprehensive income.

All amounts relate to continuing operations

Signed on behalf of the board:

**Greg Maxwell**  
CHAIRPERSON

25 July 2019

**Martina Murphy**  
DIRECTOR

25 July 2019

## Arlington Novas Ireland Company Limited by Guarantee

## BALANCE SHEET

AS AT 31 DECEMBER 2018

|   | 2018         | 2017         |
|---|--------------|--------------|
|   | €            | €            |
| FIXED ASSETS                                    |              |              |
| TANGIBLE ASSETS                                 | 10,374       | 33,012       |
| TANGIBLE ASSETS - HOUSING PROPERTIES            | 32,250,515   | 29,001,129   |
| FINANCIAL ASSETS                                | 499,803      | 499,803      |
|   | 32,760,692   | 29,533,944   |
| CURRENT ASSETS                                  |              |              |
| DEBTORS   | 459,126      | 504,876      |
| CASH AT BANK AND IN HAND                        | 3,517,360    | 2,229,981    |
|   | 3,976,486    | 2,734,857    |
| CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR | (1,387,403)  | (891,418)    |
| NET CURRENT ASSETS                              | 2,589,083    | 1,843,439    |
| TOTAL ASSETS LESS CURRENT LIABILITIES           | 35,349,775   | 31,377,383   |
| CREDITORS : AMOUNTS FALLING DUE AFTER ONE YEAR  | (26,573,334) | (22,995,845) |
| GRANTS  | (2,175,396)  | (2,202,934)  |
| PROVISIONS FOR LIABILITIES                      |              |              |
| OTHER PROVISIONS                                | (89,151)     | (73,762)     |
| NET ASSETS                                      | 6,511,894    | 6,104,842    |
| RESERVES  |              |              |
| RESTRICTED FUND                                 | 730,700      | 411,228      |
| DESIGNATED FUND                                 | 2,079,867    | 1,764,262    |
| PROFIT AND LOSS ACCOUNT                         | 3,701,327    | 3,929,352    |
|   | 6,511,894    | 6,104,842    |

The financial statements were approved by the board and signed on its behalf by:

**Greg Maxwell**  
CHAIRPERSON

25 July 2019

**Martina Murphy**  
DIRECTOR

25 July 2019



## FRIENDS & PARTNERS





87 O'Connell Street, Limerick, Ireland.

Ph. 061-370325 / [info@novas.ie](mailto:info@novas.ie)

[www.novas.ie](http://www.novas.ie)

 **NovasInitiatives**

 **@novasireland**